

## **Case Management Assistant – Hawkhurst**

- Salary £24,000
- Monday – Friday 9.00am – 5.00pm
- Location – Hawkhurst
- Hybrid Working
- Full-Time 37.5 hours per week

Head First is a growing company providing specialist assessment, rehabilitation, and case management services to individuals and families who are rebuilding their lives after a brain injury. We are committed to the needs of our clients and ensuring that they receive the highest standard of service possible.

We are currently seeking a Case Management Assistant (CMA) to join our existing team of CMA's who provide a full range of support services to our case managers, clients, and support workers.

This is a varied role and the successful applicant will need to demonstrate their ability to:

- organise and prioritise tasks effectively in a busy office environment
- communicate clearly and professionally
- be confident in telephone communication
- possess a high level of ability with Microsoft Office applications (Outlook, Word, PPT, SharePoint and Excel), and
- use/learn other apps such as Canva and a variety of our own in-house database apps.

To succeed at this role, you must enjoy being part of a team, be adaptable and flexible, and happy for the variety of tasks that will be presented to you. This is a role which will be unlike any other role you may have done before!

Having an interest in neuropsychology, brain injury, healthcare or social care would be advantage as this role is all about supporting our clinical professionals to provide the best possible solutions and outcomes for their clients who have suffered a brain injury.

This is a very friendly and hard working team, who take on a broad spectrum of tasks which can range from basic admin tasks such as formatting documents, minuting meetings, and answering calls, to sourcing and booking holidays and theatre tickets, organising house refurbishments, and responding to emergency care shift cover requests.

Other tasks could be around helping to organise our in-house company away days and events, or putting together newsletters and creative items.

As a company we acknowledge our staff and our clients for their amazing achievements and we offer a very supportive environment to learn and develop skills.

The successful applicant will be provided with excellent training and support by the existing team, who all work openly and collaboratively to ensure that all tasks are completed to a high standard and within the required time frames. You will also receive in-house training in safeguarding and on understanding the impact of Brain Injury.

We follow a hybrid working model, working from home on a Monday and Friday, and attending the offices in Hawkhurst on a Tuesday, Wednesday, and Thursday. There is free on-site parking and all IT equipment for remote working is provided. We also offer 5 weeks' holiday rising to 6 weeks after 5 years' service, EOT bonus scheme, generous employer pension contribution, Health Cash Plan and EAP.

We are an Employee Ownership Trust and our staff members are valued and encouraged to contribute ideas to the enhancement of the overall company. Our culture is friendly, open, and collaborative.

To apply: Send your CV to [hr.team@head-first.org](mailto:hr.team@head-first.org)

A job description, person spec and privacy notice for candidates can be downloaded from our website at [www.head-first.org](http://www.head-first.org)